

# OSC USER EXPERIENCE FORUM

OCTOBER 30<sup>TH</sup>  
2019



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## AGENDA

- Review Recent and Upcoming System Enhancements
- Demo Useful Transaction
- Reporting Updates
- Training Updates
- Recent Processes Review
- Open Discussion



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## REVIEW RECENT ENHANCEMENTS

- ESS/MSS Help Links
- Parental Leave
- Legislative Increase
- Special Bonus Leave FY19-20
- Custody Level Premiums (DPS) – In Pilot
- Other Management Approved Leave – Five Reasons
- National Guard Payment –Inbound File
- Add Supervisor – Time Leveling (CATC)
- Add Supervisor – Display Working Times (CATS\_DA)
- Update Text – Bank Account Change Email & Letter

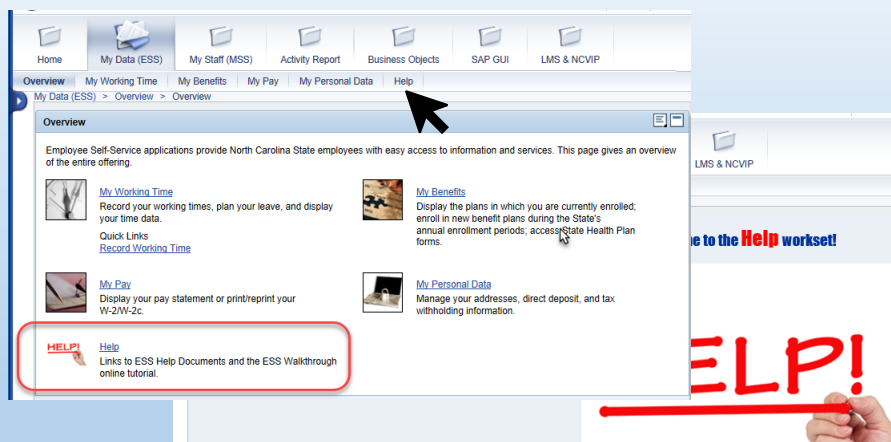


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## ESS HELP LINKS



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## MSS HELP LINKS

My Staff (MSS)

My Staff (MSS) > My Staff (MSS) > My Work Overview

**Approve Time Sheet Data**

1. Collective Approval → 2. Review and Save → 3. Completed

View: Weekly View - Simple

Employee	Empl/appl.name	Frm	To	Message
		10/20/2019	10/26/2019	
		10/20/2019	10/26/2019	
		10/20/2019	10/26/2019	
		10/20/2019	10/26/2019	
		10/20/2019	10/26/2019	



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## PARENTAL LEAVE

	Parental Leave (8 weeks)	Parental Leave (4 weeks)
<b>Quota</b>	38	39
<b>A/A Type</b>	9238	9239
<b>Granted*</b>	78	88
<b>Used*</b>	68	81

\*Employee usage counts as of 10/28/19



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## CUSTODY LEVEL PREMIUMS

Time Sheet: Data Entry View

Data Entry Period: 10/27/2019 - 11/02/2019

Data Entry Area

LT	Pers.No.	Name	A/...	P..	Total	SU 10/27	MO 10/28	TU 10/29	WE 10/30	TH 10/31
		Kate Bowman ...			40	0	8	8	8	
		Kate Bowman ...			0	0	0	0	0	
		Kate Bowman ...		9500	0					

Premium ID 9 Entries

PSG	Prem. no.	ID	Premium text	Start Date	End Date	Am
10	01	0000	Night Premium	01/01/1992	12/31/9999	
10	02	0000	Evening Premium	01/01/1992	12/31/9999	
10	06	0000	Stop Premium	01/01/1992	12/31/9999	
10	07	0000	Single Custody Day	07/01/2018	12/31/9999	
10	08	0000	Double Custody Day	07/01/2018	12/31/9999	
10	09	0000	Single Custody Eve	07/01/2018	12/31/9999	
10	10	0000	Double Custody Eve	07/01/2018	12/31/9999	
10	11	0000	Single Custody Night	07/01/2018	12/31/9999	
10	12	0000	Double Custody Night	07/01/2018	12/31/9999	



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## CUSTODY LEVEL PREMIUMS (CONTINUED)

Time entry for Oct 28

Select Favorite or Work

Data

Alt./Absence

Premium name

Charge Object Abbreviation

Activity Abbreviation

Premium number

Search

- Evening Premium (02)
- Stop Premium (06)
- Single Custody Day (07)
- Double Custody Day (08)
- Single Custody Eve (09)
- Double Custody Eve (10)
- Single Custody Night (11)
- Double Custody Night (12)

Cancel



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## OTHER MANAGEMENT APPROVED LEAVE – FIVE REASONS

Time Sheet: Data Entry View

Data Entry Period: 10/27/2019 - 11/02/2019

LT	Pers.No.	Name	A/...	P...	Total	SU	10/27	MO	10/28	TU	10/29	WE	10/30	TH	10/31	FR	11/01
C		Kate Bowman			40		0		8		8		8		8		
I		Kate Bowman			0		0		0		0		0		0		
		Kate Bowman			0												

Att./Absence type 36 Entries

FSS	A/AType	Att./abs. type text	Start Date	End Date
10	9300	Holiday Leave	01/01/1990	12/31/9999
10	9400	Leave without Pay	01/01/1990	12/31/9999
10	9500	Time Worked	01/01/1990	12/31/9999
10	9510	Additional Time Worked	01/01/1990	12/31/9999
10	9511	Remote Call Back	01/01/1990	12/31/9999
10	9512	Adverse Weather Make-up	01/01/1990	12/31/9999
10	9513	Comm. Disease Make-up	01/01/1990	12/31/9999
10	9514	Work during Emery Closing	01/01/1990	12/31/9999
10	9515	Travel Time IX	01/01/1990	12/31/9999
10	9516	Callback	01/01/1990	12/31/9999
10	9517	On-Call	01/01/1990	12/31/9999
10	9530	OMAL-Non-Discretionary	10/01/2019	12/31/9999
10	9531	OMAL-Discretionary	10/01/2019	12/31/9999
10	9532	OMAL-Emergency Closing	10/01/2019	12/31/9999
10	9533	OMAL-Relief Efforts	10/01/2019	12/31/9999
10	9534	OMAL-Medical	10/01/2019	12/31/9999
10	9545	Adverse Weather Leave	01/01/1990	12/31/9999
10	9547	Communicable Disease	01/01/1990	12/31/9999
10	9550	Civil Leave - Jury Duty	01/01/1990	12/31/9999



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## OTHER MANAGEMENT APPROVED LEAVE – FIVE REASONS

Att./Absence type

Search

On-Call (9517)

OMAL-Non-Discretionary (9530)

OMAL-Discretionary (9531)

OMAL-Emergency Closing (9532)

OMAL-Relief Efforts (9533)

OMAL-Medical (9534)

Adverse Weather Leave (9545)

Communicable Disease (9547)

Cancel



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## ADD SUPERVISOR – TIME LEVELING (CATC)

Time Sheet: Time Leveling

Period 10/21/2018-10/27/2018

Pers.No.	Name of employee or applicant	From date	To Date	Total target hrs	Total recorded hrs	Supervisor	Sup.Per.No
		10/21/2018	10/27/2018	40	0	N/A	00000000
		10/21/2018	10/27/2018	40	0	Kate B Smith	
		10/21/2018	10/27/2018	40	0	Kate B Smith	
		10/21/2018	10/27/2018	40	0	Kate B Smith	
		10/21/2018	10/27/2018	40	0	Kate B Smith	
		10/21/2018	10/27/2018	44	0	Ray C Scerri	
		10/21/2018	10/27/2018	40	0	Ray C Scerri	



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## ADD SUPERVISOR – DISPLAY WORKING TIMES (CATS\_DA)

Display Working Times

Name of employee or applicant	Pers.No.	Date	Status	Number (unit)	A/A type	Supervisor	SupPer...
		10/19/2019	▲	2.750	9500	Ray C Scerri	
		10/18/2019	▲	8	9500	Ray C Scerri	
		10/16/2019	▲	6.750	9500	Ray C Scerri	
		10/15/2019	▲	14.500	9500	Ray C Scerri	
		10/14/2019	▲	8	9500	Ray C Scerri	
				40			
		10/18/2019	▲	2	9000	Ray C Scerri	
		10/17/2019	▲	6	9500	Ray C Scerri	
		10/16/2019	▲	8	9500	Ray C Scerri	
		10/16/2019	▲	3.500	9200	Ray C Scerri	
		10/15/2019	▲	4.500	9500	Ray C Scerri	
		10/15/2019	▲	2.250	9200	Ray C Scerri	
		10/14/2019	▲	5.750	9500	Ray C Scerri	
		10/14/2019	▲	8	9500	Ray C Scerri	
				40			
		10/18/2019	▲	8	9500	Ray C Scerri	
		10/17/2019	▲	8	9500	Ray C Scerri	
		10/16/2019	▲	8	9500	Ray C Scerri	
		10/15/2019	▲	8	9500	Ray C Scerri	
		10/14/2019	▲	8	9500	Ray C Scerri	
				40			
				120			



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## UPDATE TEXT – BANK ACCOUNT CHANGE EMAIL & LETTER

From: [BEST@OSC.NC.GOV](mailto:BEST@OSC.NC.GOV) <[BEST@OSC.NC.GOV](mailto:BEST@OSC.NC.GOV)>

Sent: Monday, October 7, 2019 9:59 AM

To:

Subject: State of NC – EMPLOYEE BANK CHANGE NOTIFICATION

Sensitivity: Private

Someone made a change to your banking information in the Integrated HR-Payroll System through Employee Self Service (ESS).

**IF YOU DID NOT MAKE A CHANGE TO YOUR BANK ACCOUNT INFORMATION RECENTLY:**

Contact BEST Shared Services at 919-707-0707 or 866-622-3784 immediately during regular business hours. (Monday-Friday 8:00 AM - 5:00 PM Eastern Time).

**DO NOT ATTEMPT TO CORRECT YOUR ACCOUNT INFORMATION UNTIL YOU HAVE CONTACTED BEST SHARED SERVICES.**

If you did make these changes, please disregard this message as no further action is required.

Regards,

North Carolina Office of the State Controller  
BEST Shared Services Team  
919-707-0707 or 1-866-622-3784

Do not reply to this email

E-mail correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.



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## REVIEW CURRENT & UPCOMING PROJECTS

- Updated User Experience
- Manager Substitution Research
- Open Enrollment
- National Guard Payment – Outbound file
- High-Need Supplements (DPS)



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## REVIEW CURRENT & UPCOMING PROJECTS

- Form 22 – Workers' Comp
- Year End – W-2 Preparations
- SAP PI – Interface Updates
- Higher Duty Pay



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## DEMO USEFUL TRANSACTION

- S\_AHR\_61016362, Flexible Employee Data



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## ALL WEBI REPORTS

- Update BOBJ Reports with Hyperlink to Report Documentation

Completed 6/20/2019

B0019: Employee Action Duration									
Start Date: 6/1/2017		End Date: 7/26/2017		Execution Date: 9/1/17					
Personnel Area	Org Unit	Org Unit Desc	Employee	Employee's Name	Event Start	Event End	Event Operation Days	Start Action Type	Start Action Type Desc
Administration	21111111	ADMINISTRATIVE SERVICES/PAC	12246578	MOUSE, MICKEY	5/18/2016	#	475 23	Leave of Absence (LOA)	
	21133333	ADMINISTRATIVE SERVICES/PAC	12246578	MOUSE, MICKEY	3/15/2016	#	539 23	Leave of Absence (LOA)	

Click on  
Title

Launch Report  
Description



### EMPLOYEE ACTION DURATION REPORT DESCRIPTION B0019 | WEB INTELLIGENCE

BOBJ

The purpose of this report description is to explain the purpose of and how to generate the Employee Action Duration Report.

#### REPORT DESCRIPTION:

This report captures action pairs that are expected to have a finite duration. The report will calculate and display the true duration of paired actions to determine how long an employee has been in an action state such as Leave of Absence (LOA) or Acting Promotion.

#### REPORT LOCATION:

OSHR Executive Oversight

#### REPORT USES:

- This report will be used to monitor LOAs and Salary Actions that should have a finite duration. The



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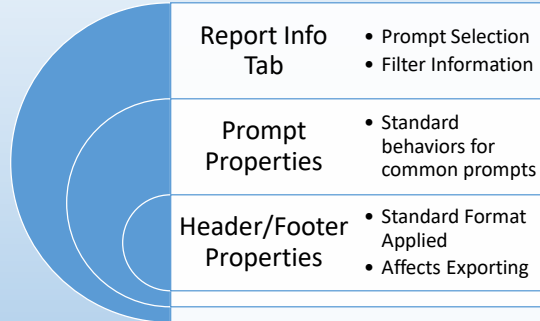
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## ROUTINE REPORT MAINTENANCE

Early BOBJ reports were modified to bring them up to current technical standards

- B0039: Employee Licenses, Certifications & Registrations
- B0119: Employee Education Verification
- B0036: Employee Asset Assignment
- B0034: Employee Grievance Data



Completed 6/20/2019



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## BO034: EMPLOYEE GRIEVANCE DATA

Executive Order No. 24: Policies Prohibiting Discrimination, Harassment, and Retaliation in State Employment, Services, and Contracts Under the Jurisdiction of the Office of the Governor

Completed 7/2/2019

- Added IT9834 Discrimination Basis:
- National Guard
  - Veteran Status
  - Sexual Orientation
  - Gender Identity/Expression
  - Pregnancy
  - Ethnicity



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## BO028: PAYROLL FINANCIAL POSTINGS ANALYSIS

- Previous month pre-filled in date prompt
- Supervisor Employee added as available object

Completed 8/16/2019

Supervisor  
available  
under  
Employee



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## BO082: RETROACTIVE POSITION TIME SETTING CHANGES

## BO083: POSITION ELIGIBILITY SETTINGS

The Department of Public Safety pay differential for working a higher custody level.

- Reports modified to include the new position settings.

Completed 8/19/2019

BO082: Retro Callback setting added	Position Desc	Infotype	Infotype Desc
	Administrative Officer I	9012	Callback

BO083:  
Custody Level  
added with  
rates

Cust Lvl - Sngl Elig	Cust Lvl - Sngl Prom Rate	Cust Lvl - Dbl Elig	Cust Lvl - Dbl Prom Rate
X	0.10	X	0.20
X	0.10	X	0.20
X	0.10	X	0.20



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## PARENTAL LEAVE FOR BIRTH AND ADOPTION

Executive Order No. 95: Paid parental leave for birth and adoption includes two new quotas:

- Parental Leave 8 weeks
- Parental Leave 4 weeks

The following reports were modified to include these new leave types.

- B0203: Time Overview by Employee
- B0204: Total Timesheet Exceptions
- B0205: Time Leveling Exceptions Report
- B0207: Time Entry Other Than 9300 on Specified Holiday

Completed 9/23/2019

Time Type Group	Quota/Att&Abs Type	Att&Abs Time Entered
Att&Abs Types	9200 : Sick Leave	4.00
B0203: Used 16 hours of quota 38	9238 : Parental Lv (8 wks)	16.00
	9300 : Holiday Leave	8.00
	9500 : Time Worked	12.00

Quota/Att&Abs Type	Att&Abs Time Entered	Beginning Quota	Adjustment Quota (2013)	Ending Quota
10 : Vacation Leave	0.00	207.93	0.00	207.93
15 : Sick Leave	0.00	652.50	0.00	652.50
39 : Parental Lv (4 wks)	0.00	0.00	160.00	160.00



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## BPO02: EMPLOYEE HISTORY

Executive Order No. 93: Prohibiting the Use of Salary History in the State Hiring Process

- Employee Salary and Budget Amount removed from the standard report, these data elements are listed in available objects

Completed 09/23/2019

Execution Date: 10/25/19		
Employee Subgroup	Emp Pay Level	
FT N-FLSAOT Perm	01	
FT N-FLSAOT Perm	01	

Budget and Salary data in available objects	<input checked="" type="checkbox"/> Budget Amount <input checked="" type="checkbox"/> Employee Prior Salary <input checked="" type="checkbox"/> Employee Salary
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~~Hiring~~



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## BOBJ UPGRADE

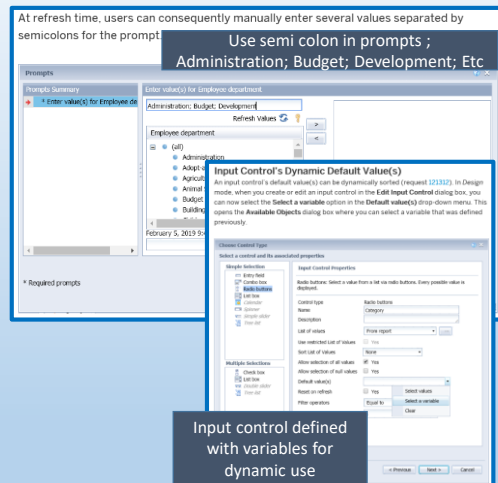
New features for you

- Multiple value input in certain selection boxes
- Dynamic Input Control features

New features for us

- Security enhancements
- Greater flexibility in development layers
- More control when defining report jumps

Completed 10/18/2019



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## TRAINING UPDATES

- Mission – *"Developing Guardians of North Carolina's Data"*
  - World-Class Training Experience
  - Appropriate measurements
  - Partnership with the agency/manager



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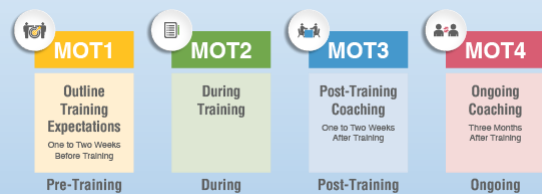
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## APPROPRIATE MEASUREMENTS/ PARTNER WITH AGENCY/MANAGER

- Kirkpatrick Model



- Four Moments of Truth®



- January 1, 2020

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## RECENT PROCESSES REVIEW

- Late Time Approval and No LOA Action Reports
- FMLA Work Bench Usage

